



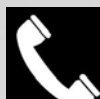
GUIDE TO Medi-Cal Mental Health Services





If you are having an emergency, please call 9-1-1 or visit the nearest hospital emergency room.

If you would like additional information to help you decide if this is an emergency, please see the information on State of California page 6 in this booklet.



Important Telephone Numbers

Emergency 911
San Luis Obispo(800) 838-1381 *24-hours*
Mental Health Services
Grievance Coordinator (805) 781-4700
State Patient's Rights Office(909) 358-4600
Medi-Cal State Ombudsman(800) 896-4042
.....(916) 653-9194



How to Get a Provider List:

You may ask for, and your Mental Health Plan (MHP) should give to you, a directory of people, clinics and hospitals where you can get mental health services in your area. This is called a 'provider list' and contains names, phone numbers and addresses of doctors, therapists, hospitals and other places where you may be able to get help. You may need to contact your MHP first, before you go to seek help. Call your MHP's 24-hour toll-free number above to request a provider directory and to ask if you need to contact the MHP before going to a service provider's office, clinic or hospital for help.



In What Other Languages And Formats Are These Materials Available?

Este folleto (o información) esta disponible en Español. Usted puede solicitarlo llamando al número de teléfono gratuito mencionado anteriormente.

Introduction to Medi-Cal Mental Health Services

Why Did I Get This Booklet And Why Is It Important?

You are getting this booklet because you are eligible for Medi-Cal and need to know about the mental health services that San Luis Obispo County offers and how to get these services if you need them.

If you are now getting services from San Luis Obispo County, this booklet just tells you more about how things work. This booklet tells you about mental health services, but does not change the services you are getting. You may want to keep this booklet so you can read it again.

If you are not getting services right now, you may want to keep this booklet in case you, or someone you know, need to know about mental health services in the future.

If you have trouble understanding this booklet, please call the MHP at (800) 838-1381 to ask for help or to find out about other ways you can get this important information.

What Is A Mental Health Emergency?

An emergency is a serious mental or emotional problem such as:

When a person is a danger to himself, herself, or others because of what seems like a mental illness, or

When a person cannot get or use the food, shelter, or clothing they need because of what seems like a mental illness.

In an emergency, please call 9-1-1 or take the person to a hospital emergency room.

How Do I Use This Booklet?

This booklet will help you know what specialty mental health services are, who may receive them, and how you can get help from the San Luis Obispo County MHP.

This booklet has two sections. The first section tells you how to get help from the San Luis Obispo County MHP and how it works.

The second section is from the State of California and gives you more general information about specialty mental health services. It tells you how to get other services, how to resolve problems, and what your rights are under the program.

This booklet also tells you how to get information about the doctors, clinics and hospitals that the San Luis Obispo County MHP uses to provide services and where they are located.

What is My County's Mental Health Plan (MHP)?

Mental health services are available to people on Medi-Cal, including children, young people, adults and older adults in San Luis Obispo County.

Sometimes these services are available through your regular doctor. Sometimes they are provided by a specialist, and called 'specialty' mental health services. These specialty services are provided through the San Luis Obispo County "Mental Health Plan" or MHP, which is separate from your regular doctor. The San Luis Obispo County MHP operates under rules set by the State of California and the federal government. Each county in California has its own MHP.

If you feel you have a mental health problem, you may contact the San Luis Obispo County MHP directly at **(800) 838-1381**. This is a toll-free telephone number that is available 24-hours a day, seven days a week. Verbal and oral interpretation of your rights, benefits and treatments is available in your preferred language. You do not need to see your regular doctor first or get permission or a referral before you call.

If you believe you would benefit from specialty mental health services and are eligible for Medi-Cal, the San Luis Obispo County MHP will help you find out if you may get mental health treatments and services. If you would like more information about specific services, please see the sections on 'Services' on the State of California page 9 in this booklet.

What If I Have A Problem Getting Help?

If you have a problem getting help, please call the San Luis Obispo County MHP's 24-hour, toll-free phone number at **(800) 838-1381**. You may also call your county's Patient's Right Advocate at **(805) 781-4700**.

If that does not solve your problem, you may call the State of California's Ombudsman for help:

(800) 896-4042 - CA Only

(916) 654-3890

(800) 896-2512 TTY

FAX: (916) 653-9194

Email: ombudsman@dmh.ca.gov



You may also request a State Fair Hearing. Please see page 26 in the State of California section of this booklet for more information.

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Welcome to the San Luis Obispo County Mental Health Plan



We welcome you to San Luis Obispo County Mental Health Services, and to the Medi-Cal Mental Health Plan. We provide specialty mental health services for people who live in San Luis Obispo County and are eligible for Medi-Cal. Please read this brochure carefully. It contains important information you need to know.

As Your Mental Health Services Plan We Will:

- Give you answers to your questions about mental health treatment
- Answer questions about which mental health services are covered by Medi-Cal
- Provide you with options for mental health services you need and help you get them
- Treat you with respect
- Ensure you receive services in a safe environment
- Help you get culturally competent care

As A Participant, You Also Have Specific Responsibilities:

- Give honest and complete information about your mental health needs
- Take an active part in your mental health treatment
- Keep your appointments as scheduled
- Call if you cannot keep your appointment
- Work on treatment goals with your provider



Important Telephone Numbers

Emergency	911
San Luis Obispo Mental Health Services	(800) 838-1381 24-Hours
Grievance Coordinator	(805) 781-4700
State's Patient's Rights Office	(909) 358-4600
Medi-Cal State Ombudsman	(800) 896-4042 (916) 653-9194

How Do I Know If Someone Needs Help Right Away?

Even if there is no emergency, a person with mental health problems needs help right away if one or more of these things are true.

- Hearing or seeing things others believe are not there
- Extreme and frequent thoughts of, or talking about, death
- Giving away their things
- Threatening to kill themselves (suicide)
- Wanting to hurt themselves or others

If one or more of these things is true, call 911 or the San Luis Obispo County MHP at **(800) 838-1381** (24-hours toll free). Mental Health workers are on-call 24-hours a day.

What Specialty Mental Health Services Does San Luis Obispo County Provide?

You are entitled to a face-to-face assessment to determine mental health treatment needs based on the problems presented and the difficulties in daily life those problems have caused. The amount and duration of treatment will be determined, with your input, after completion of the assessment. The services listed below are the services that the San Luis Obispo County MHP thinks are most likely to help those who need services from us.

- Mobile Crisis Service including assessment, evaluation, intervention, and referral.
- Inpatient Services providing intensive short-term treatment for individuals who cannot be safely treated at another level of care.
- Twenty-four hour residential services provided in a non-institutional setting for long term and transitional living.
- Outpatient Services for both adults and children, such as assessment, evaluation, individual, family and group therapy provided regularly scheduled appointments.



The other services that are sometimes needed are included in the list on pages 9 (adults) and 12 (children) in the State of California section of this booklet.

- Medication Services as a part of regularly scheduled outpatient appointments, including prescribing, administering and monitoring of psychiatric medication.
- Case Management services providing linkage and monitoring of service delivery and progress.
- Therapeutic Behavioral Services are short-term one-to-one interventions for children/adolescents who are at risk for high level group home placement or hospitalization and are expected to improve with this level of care.

Additional Specialized Programs may be offered depending on needs, goals, and program availability. These may include services such as rehabilitation services to children in Department of Social Services Wraparound programs or specialized types of assessments for Adults.

How Do I Get These Services?

For an assessment of a child, adult, or older adult experiencing serious mental illness or emotional disturbance, contact the Central Access Team at **(800) 838-1381** during regular business hours. In an emergency, this number is also available 24-hours a day, seven days a week.

Your situation may be addressed in a variety of ways. The MHP will provide you with information. When appropriate, the MHP will provide crisis services. In other cases, you will receive or will be scheduled for a brief assessment of existing problems and needs. If your condition meets the criteria for treatment, you will be referred for the necessary mental health services provided by a county-operated program or a private provider under contract with the County. If you do not meet the criteria for treatment, you will be referred to other appropriate service providers or facilities.

Mental Health Services may be provided at various contractor locations or at any of the following County Mental Health Clinics:

Central and Administration
2178 Johnson Avenue
San Luis Obispo
(805) 781-4700

Youth Services
1989 Vicente Drive
San Luis Obispo
(805) 781-4179

Forensics
1103 Toro Street
San Luis Obispo
(805) 781-4190

Arroyo Grande Clinic
1092 East Grand Ave, Ste AA
Arroyo Grande
(805) 473-7060

Atascadero Clinic
5575 Hospital Drive
Atascadero
(805) 461-6060

Paso Robles Clinic
1030 Vine Street
Paso Robles
(805) 237-3170

What Does It Mean To Be “Authorized” To Receive Mental Health Services And What Is The Amount, Duration And Scope Of Services Provided?

You, your provider and the San Luis Obispo County MHP are all involved in deciding what services you need to receive through the MHP, including how often you will need services and for how long.

The San Luis Obispo County MHP may require your provider to ask the MHP to review the reasons the provider thinks you need a service before the services is provided. The San Luis Obispo County MHP uses a qualified mental health professional to do the review. This review process is called an MHP payment authorization process.

The State requires the San Luis Obispo County MHP to have an authorization process for day treatment intensive, day rehabilitation, and therapeutic behavioral services (TBS).

How Do I Get More Information About San Luis Obispo County’s Mental Health Services Including Doctors, Therapists, Clinics And Hospitals?

If you would like additional information on the structure and operation of the San Luis Obispo County MHP please contact **(800) 838-1381**.

In What Other Languages And Formats Are These Materials Available?

Our system provides alternative language access for Spanish speaking persons and the hearing impaired using the California Relay System. Other languages may be accommodated on an as need basis.

Can I See Any Doctor, Therapist, Clinic Or Hospital On San Luis Obispo County’s “Provider List”?

We require that you contact us first because we want to make sure that:

1. Your services are authorized, and
2. The provider you choose is accepting new Medi-Cal beneficiaries

Please call us at **(800) 838-1381** to become authorized to receive services.

What If I Want To Change Doctors, Therapists Or Clinics?

Call the San Luis Obispo MHP at **(800) 838-1381**.

How Can I Get A Copy Of The “Provider” List?

A list of Mental Health service providers is available at any time upon request by calling **(800) 838-1381**.

Can I Use The “Provider List” To Find Someone To Help Me?

Yes, but remember to first contact the San Luis Obispo MHP at **(800) 838-1381** to become authorized to receive services.

What If I Want To See A Doctor, Clinic Or Hospital That Is Not Listed On San Luis Obispo County’s “Provider List”?

Call the San Luis Obispo MHP at **(800) 838-1381**.

What If I Need Urgent-Care Mental Health Services On A Weekend Or At Night?

Call 911 or contact the Central Access Team at **(800) 838-1381**. In an emergency, this number is also available 24-hours a day, seven days a week.

While walk-in crisis services are available, we encourage you to call **(800) 838-1381** for an appointment.

How Do I Get Mental Health Services That My Mental Health Provider Does Not Offer?

Call the San Luis Obispo MHP at **(800) 838-1381**.

What If I Need To See A Doctor For Something Other Than Mental Health Treatment? How Are People Referred To Medi-Cal Services Other Than Mental Health Care In San Luis Obispo County?

Call the San Luis Obispo MHP at **(800) 838-1381**.

What Can I Do If I Have A Problem Or Am Not Satisfied With My Mental Health Treatment?

If you have a concern or problem or are not satisfied with your mental health services, the MHP wants to be sure your concerns are resolved simply and quickly. Please contact the MHP at **(800) 838-1381** to find out how to resolve your concerns.

There are three ways you can work with the MHP to resolve concerns about services or other problems. You can file a grievance verbally or in writing with the MHP about any MHP related issue. You can file an appeal verbally (and follow up in writing) or in writing with the MHP. You can also file for a State Fair Hearing with the Department of Social Services.

For more information about how the MHP grievance and appeal processes and the State Fair Hearing process work, please turn to the section about grievances, appeals and State Fair Hearings on page 22 of the State of California section of this booklet.



For more information on Grievances, Appeals and State Fair Hearings, please turn to the section about ‘Problem Resolution Processes’ in the State of California page 22 in this booklet.

Your problem will be handled as quickly and simply as possible. It will be kept confidential. You will not be subject to discrimination or any other penalty for filing a grievance or appeal or State Fair Hearing. You may authorize another person to act on your behalf in the grievance, appeal, or State Fair Hearing Process.

Who Is San Luis Obispo County's Patient's Rights Advocate, What Do They Do And How Do I Contact Them?

The Patient's Rights Advocate can assist you with any problems or concerns you have regarding your mental health services. For more information please call our Grievance Coordinator at **(805) 781-4700** or **(800) 838-1381**.

Does San Luis Obispo County Keep My Mental Health Records Private?

All clients have a right to confidentiality. This means that therapists cannot tell people outside of the provider network any clinical information you give us without your written permission, with the exception that in the event a court authorizes us to do so. Records do have to be kept, but you control the access to them.

About Limitations on Confidentiality:

There are some circumstances in which you do not have confidentiality rights. These include the following circumstances:

- If you threaten to do serious harm to yourself or another person or property;
- If we have reason to suspect that a child, dependent adult or elderly person is being (or has been) neglected, physically or sexually abused.

In these situations, therapists are required by law to take steps to protect people who are being harmed or may be harmed. These steps may include giving other people the information necessary to prevent harm.